

ANNUAL REPORT 2020



West Norfolk Befriending works with socially isolated older people living in West Norfolk and aims to reduce isolation and improve overall health.



Charity number 1111735

CONTACT US

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You can also follow us on twitter @WNBefriending
Or Facebook <https://en-gb.facebook.com/westnorfolkbefriending>

NB: We welcome personal callers to the office, but given that the majority of our work takes place out in the community, please phone first to make an appointment to ensure that someone is in the office when you arrive.

West Norfolk Befriending's Aims and Objectives

West Norfolk Befriending aims to reduce social isolation and improve quality of life by matching isolated older people with trained and DBS-checked volunteer befrienders, who will visit them on a regular basis.

The objectives of the organisation are:

- To reduce social isolation and loneliness
- To improve quality of life
- To assist clients in maintaining their independence
- To improve the physical and mental well-being of clients, thus reducing demands on statutory services, including Adult Social Services and the NHS

CHAIRMAN'S REPORT



It gives me great pleasure to present this annual report for 2019/2020.

Whilst there was much to celebrate during the year, the Board was saddened by the resignation, for health reasons, of our colleague John Blake who sadly succumbed to his illness and died in October. John joined the Board in 2010, and was actively involved in WNB activities, he was for a time the Treasurer, he was our lead for Health & Fire Safety (having previously been a senior Fire Officer in King's Lynn) and was fully engaged with the Board's management of WNB.

Commencing in 2002, WNB has been very effectively providing various forms of befriending support to clients in their homes and to others in various locations across the west of the county. As we have adapted our service to comply with the restrictions understandably imposed as a result of the Covid-19 pandemic, we have re-introduced a telephone befriending service.

As in previous years, we have been extremely careful with our expenditure – with the Treasurer (Noel), Chief Executive (Pippa) and Finance Officer (Sue) working hard to ensure we make best use of our funding. Although we anticipated a need to draw funds from our reserves during the year, we were

fortunate in a number of bids including a significant one from the National Lottery Community Fund and as a result the draw-down facility was not required. The National Lottery Community Fund funding was ring-fenced for the delivery of a new Befriending project in local Care Homes and to that end a new post, that of a Care Home Connector, was established and Amanda recruited to take the project forward. Unfortunately, the current restricted access to Care Homes has interrupted progress - but this will be resumed as soon as circumstances permit.

During the year, the Board recognised that it was crucial to the future of the charity to provide the Chief Executive with support to: supervise volunteers; manage new strands of befriending; and to identify and access new funding opportunities. As a result, a new post of Operational Support Officer was created and Lauren joined WNB in September 2019. We have already seen the benefits of this new post, with additional funding brought in, greater media coverage and lately Lauren has been working closely with Pippa, leading on the creation of the new telephone befriending service.

In terms of staffing, Pauline & Peter left WNB during the financial year. Thankfully Pippa has had exceptional support from Lauren, Anna (who carries out assessments and assists with specific projects), Amanda, Mike (a fellow-trustee and befriender who leads on the LILY project), Dot, Linda, Anne (who provide admin support), Margaret, Jean & Janet (who help with the database) and Mel (who assists with publicity and maintains the website). WNB has access to primary care advice, from our Medical Advisor, Chris McKenzie a local GP.

Membership of the Board of Trustees has once again remained consistent (apart from the loss of John mentioned above) and we again had the benefit of the involvement of Jean McGuinness, one of our volunteer befrienders, as a co-opted member of the Board. Members have a wide range of experience and professional skills and are actively involved in overseeing the charity and its finances, but also provide a range of support across all our activities, including: recruitment of staff; researching funding opportunities & drafting funding bids; HR; business continuity; policy development, and impact assessments.

As has been the case for a number of years, the Borough Council of King's Lynn & West Norfolk has been our only source of funding from a statutory body – and we are very grateful for this ongoing funding.

In addition, we are appreciative of the financial and other support from other sources, including: The National Lottery; Norfolk Community Foundation; King's Lynn & District Sugarcraft Club; Deborah Steward Catering (Sandringham); Downham Aid in Sickness; and many others – the full list is available elsewhere in the report. During the course of the year our volunteer-led Coffee Mornings at Dersingham had excellent support and with other fundraising activities, on the day, resulted in a total of almost £1400 being raised. In addition, we received in excess of £1000 as a result of Andrew Curtis' participation in the Cambridge Half-marathon!

Finally, once again, I want to reflect upon and re-emphasise that the success of WNB and the reason why we can function relatively frugally but yet effectively, is primarily due to the superb support of our cadre of volunteers who provide all of our face-to-face befriending, provide all our admin, & data support, arrange or assist in fundraising events. Volunteers are at the heart of our service, and without your consistent dedication and enthusiasm, WNB would not be considered the befriending charity of choice in West Norfolk. It is important to not lose sight of the fact that our collective activities play a major part in redressing the fact that for older people, social isolation and extreme loneliness can have a major adverse impact on health and well-being and if not...prevented or effectively dealt with... can result in medical intervention, early admission, or re-admission, to hospital or care facilities.

As we move into 2020/2021, WNB, like many other charities, is moving into un-chartered territory as a result of the Covid-19 pandemic and its potential aftermath, and consequently it is important to have the surety of such fantastic support of pro-active and willing volunteers supported by very professional members of staff. We have always been a charity that has been prepared to adapt to changing circumstances and the needs of clients – this approach is likely to be crucial for future of WNB.

On behalf of fellow Trustees, I wish to record my sincere thanks to all Volunteers and Staff for all your hard work and support during 2019/20 and look forward to your continued involvement and commitment to WNB during 2020/2021.

Alan Hayes

CHAIR OF BOARD OF TRUSTEES

TREASURER'S REPORT



The annual report accompanies the annual income and Expenditure statement together with the Statement of assets and liabilities (the balance sheet) which reveal a net excess of Income over expenditure in the year of £9,202 which is an exceptional financial performance as we commenced the year with a forecast drawdown from reserves of £5,793.

Income from the LILY project exceeded the initial budget by £4,670 and Income from funding applications exceeded the budget by £10,183. There were modest budget under spends across most expenditure headings and these two key issues resulted in the outstanding financial performance.

Significant funds have been carried forward into 20/21 totalling £18,629 for including £6,955 for Care Home Connectors (The National Lottery Community Fund) and £9,004 for Connecting Older people from Norfolk Community Foundation.

The statement of assets and liabilities reveal total net assets as at 31 March 2020 of £67,983 which include a strong contingency reserve of £47,500. This is a very solid position for the charity as we enter the very uncertain year that includes Covid 19.

We have moved to a system of electronically approved payments in the last year which has strengthened the financial robustness of our systems and the audit trail of the charity. We have reviewed the finances regularly over this last year and I want to extend our grateful thanks to our finance Officer Sue Gardner and Pippa May our CEO for their stringent efforts in this last year to help us achieve such a positive financial position.

20/21 will be a very different year for us as the Covid 19 Virus challenges us to do things in a different way for an unknown period of time. We will continue to provide support for the elderly isolated in the best ways that we are able.

We are financially strongly positioned to carry on through what may be a very different and difficult time for so many.

Noel McGivern

TRUSTEE AND TREASURER

CHIEF EXECUTIVE'S REPORT



What a wonderful year for West Norfolk Befriending - to be awarded a grant from the National Lottery Community Fund. This grant has enabled WNB to recruit a coordinator, Amanda, and to start to address isolation in care homes.

One to one befriending delivered in the homes of isolated older people remains the core work of WNB. This is successfully delivered by our team of trained volunteers. This makes a real difference to social isolation.

This year WNB undertook a review of staff posts and a new role of Operational Support Officer was introduced and Lauren joined the team in September. This role has supported the move forward by WNB.

Community events are a large part of WNB's preventative work and are delivered by a team of Volunteers. Don't Eat Alone is a group that meets at Sandringham Cafe on a Monday at the end of each month. It is an opportunity to bring isolated people together to make new friendships. The Community event at Terrington St John is part of the Comic Relief: Spark-Kindle –Glow project and is a monthly coffee morning on a Friday.

Being part of the LILY partnership is really important to WNB. It is working in partnership with King's Lynn & West Norfolk Borough Council and four other local services. The aim is to deliver support and advice on local activities and community events. Through LILY, WNB attended community events and groups across the patch so enabling us to reach new groups and contacts.

WNB also delivers Lily advice through one to one visits and phone calls. This is a source of new referrals.

Another project delivered in a partnership is No Cold Shoulder funded by National Lottery Community fund. It is befriending in Downham Market and Hunstanton to tackle loneliness and social isolation, and is two year project.

Our website has moved forward, being refreshed and reviewed, bringing in many compliments while making it easier for the public to find the service. Most new volunteer applications come via the website.

Social media is important for WNB so that the community can keep in touch with what is being delivered. Facebook and Twitter is used and has increased the reach of new people.

Local papers and Radio Norfolk have given WNB good publicity this year helping to keep the profile in the public's eye.

I see safeguarding as an important part of WNB work and I ensure that it remains a top priority. I undertook the renewal of my safeguarding manager's course and our safeguarding policy has been reviewed. It remains a standing item for Volunteer yearly training and all board of trustee members. I attend the West Norfolk Safeguarding Partnership to help us keep updated. At all community events the stands carry Safeguarding leaflets.

Sue from West Norfolk Carers supports the financial systems. Monthly reviews take place with Sue, Noel and myself to ensure that all finance is on track. Thanks to Noel we finally moved to online dual authorisation.

There have been two fundraiser coffee mornings held at Dersingham which netted the considerable sum over £1,000. These are a chance for the community to come together and to raise valuable funds too.

A highlight for me is always the Social events. These are a chance to get all Volunteers and Clients together - there is no charge and always food to share. There have been four this year, a summer party at South Wootton, a hot meal in the autumn at Sandringham restaurant, and two afternoon tea events at Dobbies. The support of staff at all these premises helps the events to run smoothly. At each occasion there is at least one client who has not been out for several years. This is why we do them.

None of the work would have been possible without the passion and dedication of the teams. Staff: Amanda, Anna, Mike and Lauren, The office teams: Dot, Linda Jean, Margaret and Janet, the board of trustees, and all the volunteers that so freely give their time and without whom WNB would not exist.

In mid March everything changed and Covid-19 brought an end of face to face visits. We moved to telephone befriending and moving systems on line. This work will enable WNB to look at the future very differently with new services that can be offered but with face to face befriending remaining at the core.

I would really like to thank the teams who deliver West Norfolk Befriending's work with skills and passion ensuring that WNB has a future.

Pippa May

CHIEF EXECUTIVE

DEVELOPMENT WORKER'S REPORT



I'm Anna and I've been with West Norfolk Befriending since 2013. My background is in mental health, community and advice work and when I left my job running a Volunteer Centre to set up a business (completely unrelated – I'm also a pet sitter and dog walker!) I began volunteering with West Norfolk Befriending as a client assessor. This led onto a few paid hours by the end of that year, and I've never looked back.

When I sat down to write this I read back through my previous reports and I've been astonished at the different projects and activities I've undertaken over the past 7 years with the organisation! My core role involves assessing and getting to know clients before matching them with one of our trained volunteers, and then overseeing and supporting their relationship as it develops.

Over the years I've also undertaken targeted work in Hunstanton, Docketing and Great Massingham raising awareness of West Norfolk Befriending and recruiting volunteers.

It's great to be able to get out into a community and find out how its ticks – along the way I've found myself chatting to launderette staff, hairdressers and supermarket security guards about the isolated people they encounter in their lines of work. Following on from this a couple of years ago I revived our Facebook page as a way of having a 'shop window' open to everyone and I still maintain this regularly.

In 2016 I ran a CCG funded project with Southgates Medical Centre and The Woottons Surgery aimed at reducing hospital admissions by alleviating loneliness amongst patients identified by GPs at these practices. I had a weekly presence at both surgeries and attended Practice team meetings, and Multi Disciplinary Team Meetings and Patient Participation Groups.

I've been part of promoting and delivering Lily to community groups as far apart as Upwell and Dersingham, and worked with local history groups to learn how to record and then to share our client's reminiscences collected by volunteers in 2018 as part of our Sharing Stories project.

I've traded in old slippers at Slipper Swaps, spoken at Rotary Club dinners, redesigned our leaflet and washed up at fundraisers - I think it's fair to say I never know what West Norfolk Befriending is going to throw my way next and I've enjoyed rising to every challenge!

As I write in March 2020 we have probably our biggest challenge looming as the country goes in to lockdown due to COVID-19. I can't begin to imagine what I'm going to be writing about next year. It's fantastic to have a new colleague on board, Lauren, in the new role of Operational Support Officer, and to see our work expand in to care homes with Care Home Connectors.

West Norfolk Befriending has always been extremely supportive in offering me a flexible work schedule to fit in with my self employment and I appreciate this very much, even if I do occasionally arrive for supervision wet through and smelling of dog!

Anna Sylvester

DEVELOPMENT WORKER

OPERATIONAL SUPPORT OFFICER'S REPORT



I joined the team at WNB in September 2019 in the new post of Operational Support Officer. I have thoroughly enjoyed my first seven months and would like to thank you all for welcoming me to the organisation.

A large part of my role is to support and supervise volunteers. I have enjoyed getting to know lots of volunteers and the variety of roles that they all do, from befriending to administration, events and social media. I have been welcomed by all and really made to feel part of the team. I have been reviewing the volunteer induction pack and planning support team meetings, as well as matching befrienders to clients.

I spend a lot of time assessing clients and reviewing matches. It has been a pleasure to get to know our clients and I find it really rewarding knowing that we are helping a huge number of people. I have attended two social events at Sandringham Café and Dobbies Café. I really enjoyed these events and not just for the delicious food! I was in awe of what our volunteers do for their clients especially when taking them out and about. It was also really heart warming to see clients meeting and socialising with fellow clients or new volunteers and being in a new environment other than the four walls of their house.

I am particularly passionate about wellbeing and mental health and can see the huge impact that WNB has for their clients. One of my highlights from this year has been helping a client and volunteer to go out together for the first time. This client was extremely socially isolated due to declining mobility in a very rural location. Despite getting on well with their befriender the client was reluctant to leave the house with them and had cancelled plans several times. I spoke to both the volunteer and the client encouraging them to try again. The next time they met they went out to a local garden centre and both client and befriender were overjoyed about getting out and about. The client enjoyed dressing up, buying a few presents and engaging with staff in the shop. Both the befriender and client were delighted and I was so pleased to have had a small role in that happiness.

I balance my client and volunteer work with the operational side of my job. In a short space of time I have secured funding from Vancouver Round Table, explored working with the RAF Benevolent Fund and made efforts to raise the profile of WNB in and around Downham Market. I have also been involved in the reporting of our work for the No Cold Shoulder project with Community Action Norfolk. I have created a booklet which collates the wonderful stories from our clients as part of the National Lottery Heritage Fund Sharing Stories project. I have been out and about in the community attending coffee mornings including the Don't Eat Alone, at Sandringham and a coffee morning in Terrington St John as well as representing Lily in Morrisons.

Looking ahead, I am looking forward to developing our communications strategy, improving our IT and updating our record systems. Plus continuing to work with our fantastic volunteers to make a difference to our clients.

Lauren Ephithite

OPERATIONAL SUPPORT OFFICER

SUPPORTING LILY



LILY is an on-line directory set up and run in partnership with KLWNBC to help people become aware of the very wide range of services that are available to 'help people to live healthy, active and independent lives'. These include services in the public, private and charity sectors. It originated in 2016 as 'Ask LILY' with LILY being an acronym for 'Living Independently in Later Years'. Then it was intended to help older people become aware of the services that are available to help support them in maintaining their independence and live safely at home. However because of its success, its remit was widened in 2018 (as part of Norfolk CC's 'No Lonely Day' initiative) to include meeting 'the needs of lonely or isolated adults of all ages'.

The LILY directory describes the available organisations, services and activities along with their remits, locations and contact details. Those unable to access the website can phone the KLWNBC number to request a visit from a LILY Advisor, who will then visit the client at home to discuss the client's concerns and then look up the website and provide them with details of the services that could be helpful. Normally it is left to the client to approach these services, but if necessary the Advisor can also help with this.

Because of its experience in working with elderly clients and its core aim of reducing their social isolation, West Norfolk Befriending was one of the 5 local charities working as Voluntary Sector Partners to support the delivery of LILY. This support involves providing LILY Advisors and manning LILY stands at local community venues (e.g. Libraries, village meetings etc.) to help promote awareness of what the LILY directory can offer.

Several of us have now acted as LILY Advisors for older clients since its inception. In the last year WNB LILY Advisors have dealt with 55 referrals for home visits. In the same period Advisors and WNB volunteers have attended 37 community events to man 'LILY stands'. This work also helps to promote greater awareness of WNB and when loneliness is a key issue can result in a new referral to WNB.

LILY Advisors are given an iPad loaded with the LILY directory so that they can look up information for the client during the home visit. However this can be quite time consuming and very frustrating when a rural location has a weak signal! Therefore my personal approach to acting as a LILY Advisor now involves the following steps:

1. On receiving a referral: phoning the client to arrange to visit and to clarify the issues of concern to them.
2. Prior to the visit: conducting a LILY directory search to identify which services etc. could be relevant; occasionally phoning a service to assess its relevance; preparing a short list to discuss with the client.
3. Visiting the client at home, reviewing their needs, discussing the short-listed services and conducting any further directory searches that are necessary. (If necessary these searches are conducted at home after the visit.)
4. Ensuring that the client receives full information about the services they want to approach, usually by giving them printed copies of the LILY Directory entries or subsequently posting these to them.

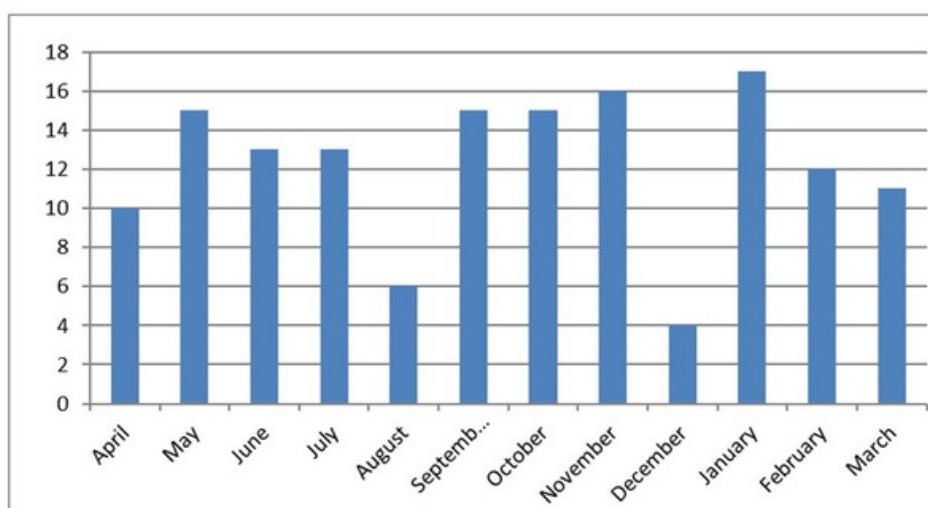
5. Following the visit a report is made on the LILY file that briefly describes the issues that have been addressed and the directory information that the client has found useful.

Some 2 weeks after the visit the client receives a follow-up phone call from the WNB office to see if any further assistance is needed. (On occasion WNB volunteers have accompanied clients to social activities to help them gain confidence to attend these.)

Mike Lee Evans

VOLUNTEER ASSESSOR
LILY ADVISOR

Lily one to one work (147 contacts)



CARE HOME CONNECTORS



Care Home Connectors (CHC) is a project funded by the National Lottery Community Fund, delivered by West Norfolk Befriending (WNB). The project commenced on 29th July 2019 and is headed up by the Project Co-ordinator along with a team of volunteers.

The project's aim is to work with four designated care homes to identify those residents who feel isolated. Befriend those residents and build a relationship, help the resident to grow in confidence and to engage more with others, thus reducing the feeling of isolation.

The care homes are:

- The Grange, Downham Market,
- Fridhem Rest Home, Heacham,
- Burman House, Terrington St John,
- Goodwins Hall, King's Lynn.

The residents are assessed then matched with an appropriate volunteer, introduced to each other and if both are agreeable a befriending service will commence. Both client and volunteer are reviewed after approximately three months, and if both are happy to continue then they may do.

The project has been warmly welcomed by all the staff and residents at the care homes. It has been a very busy time for all involved. Incorporating and co-ordinating all the partner organisations into a timeline with care homes has been tricky as care homes are very busy places, but we managed it with a great team.

The project secured funding not only for one-to-one befriending, but also for two other charity organisations to deliver their own sessions to care home staff, residents, and relatives to support. These charities are West Norfolk Carers (WNC) and Friend in Deed (FID).

WNC support carers of all ages, and act as a hub for the community wanting to access information. WNC are delivering family support sessions for the relatives of the residents in all four care homes. The sessions are being supported by WNB. We have worked with 16 people.

FID is an intergenerational charity. Parents and carers volunteer with their children and babies to visit residents in care homes. These sessions have had a huge positive impact on residents and staff, as well as the volunteers. All parties engage in conversation reducing the feeling of isolation. We have worked with 43 people.

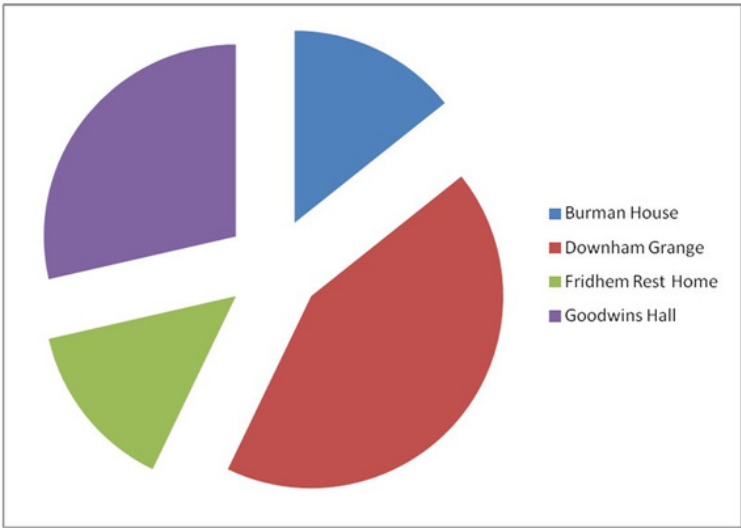
The CHC project has been widely promoted with articles and flyers appearing in multiple local parish and village magazines. The Lynn News, BBC Radio Norfolk, EDP and Our Local Paper to name but a few. Our social media coverage is also picking up pace, reaching a large target audience.

Sessions with partner organisations are well under way and achieving positive outcomes. WNB and WNC delivered a session on 13th March 2020, just before the outbreak of Covid-19. We will recommence with the project when government and the care homes dictate it is safe to do so.

Amanda Tickner

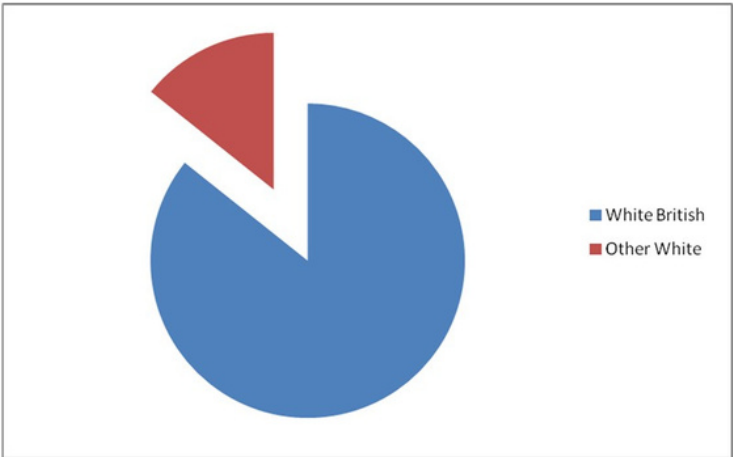
PROJECT COORDINATOR

Number of one to one clients in Care Homes worked with under CHC



Ages of one to one clients in Care Homes worked with under CHC

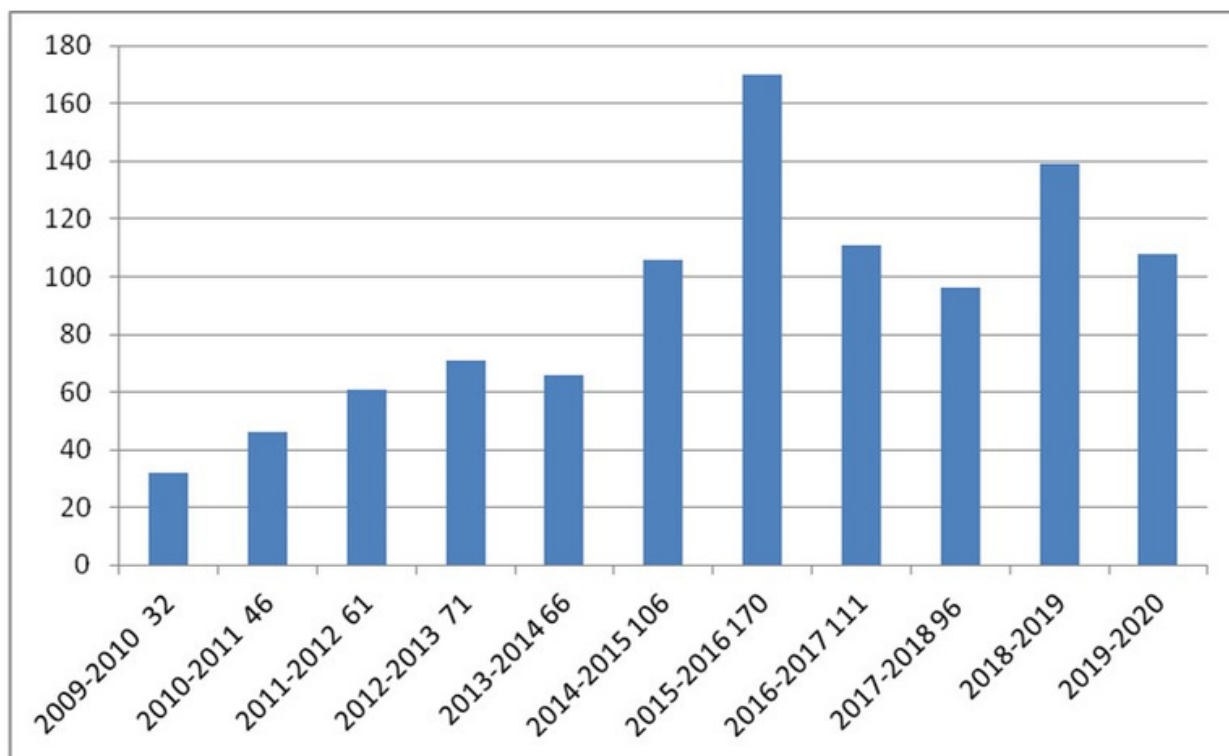
Ethnicity of one to one clients in Care Homes worked with under CHC



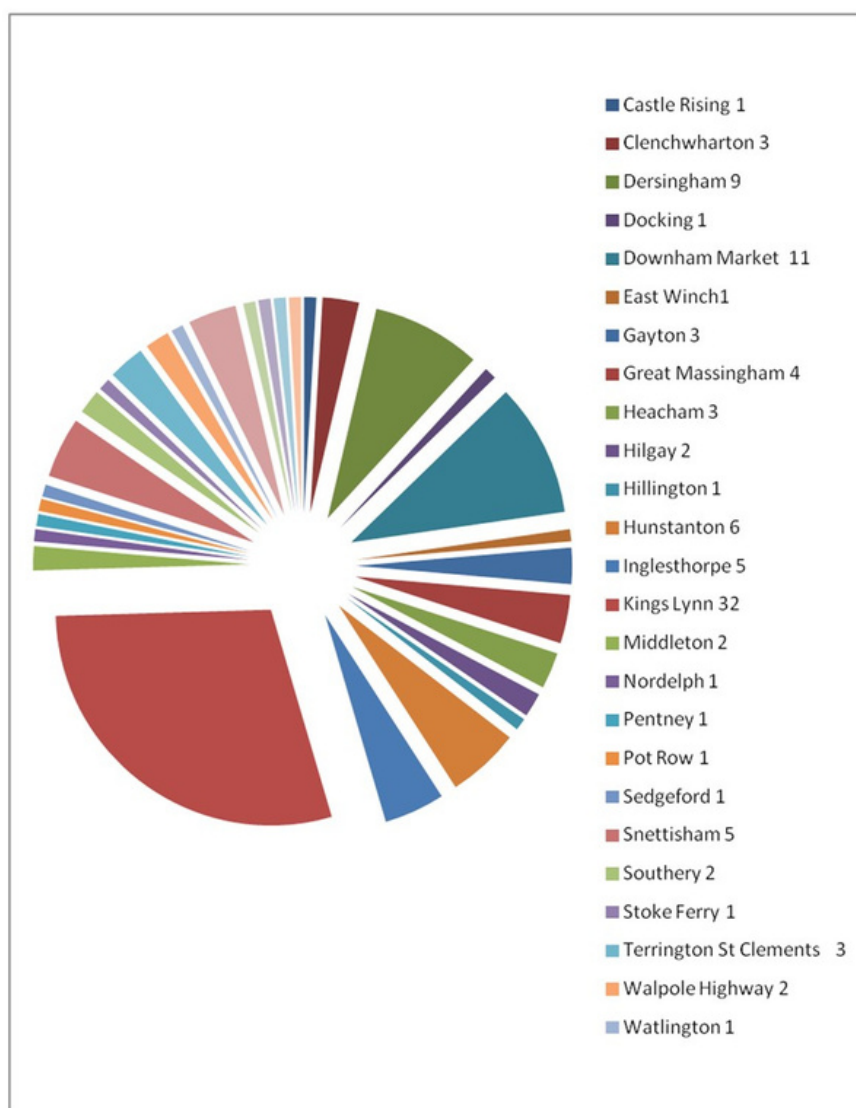
OUR IMPACT

- This year WNB worked with overall a larger number of clients but in different ways. 108 face to face, with an additional 55 through community events. CHC worked with 7 one to one Clients and 64 in other ways i.e. group work.
- Resource planning was considered at board level which led to the introduction of the new post of Operational Support Officer and a redistribution of resources to focus on assessing clients and decreasing waiting lists.
- WNB was awarded funding from the National Lottery Community Fund of £23,272 per year for 2 years. The new Care Home Connectors project began working with isolation in Care Homes.
- Partnership working, No Cold Shoulder funded by National Lottery Community Fund and we had Comic Relief funding, for Spark, Kindle, Glow.
- For the first time we had a runner in the Cambridge half marathon who raised £1,000 for WNB.
- Increased early preventative work through community events led to an increase in community interaction. This included -
 - Terrington St John monthly coffee mornings, 37 new clients supported and Don't Eat Alone. 12 new clients reached. So reached more isolated people.
 - Increased delivery through the Lily partnership (decreasing isolation and loneliness) of 55 face to face interactions and 37 community events.
 - Following a successful befriending match that lasted a year, 13 clients and volunteers entered into a friendship agreement. There are 40 + further friendships that have been developed in previous years.
- A dedicated, loyal and passion team of 50 Volunteers that were trained and supported.

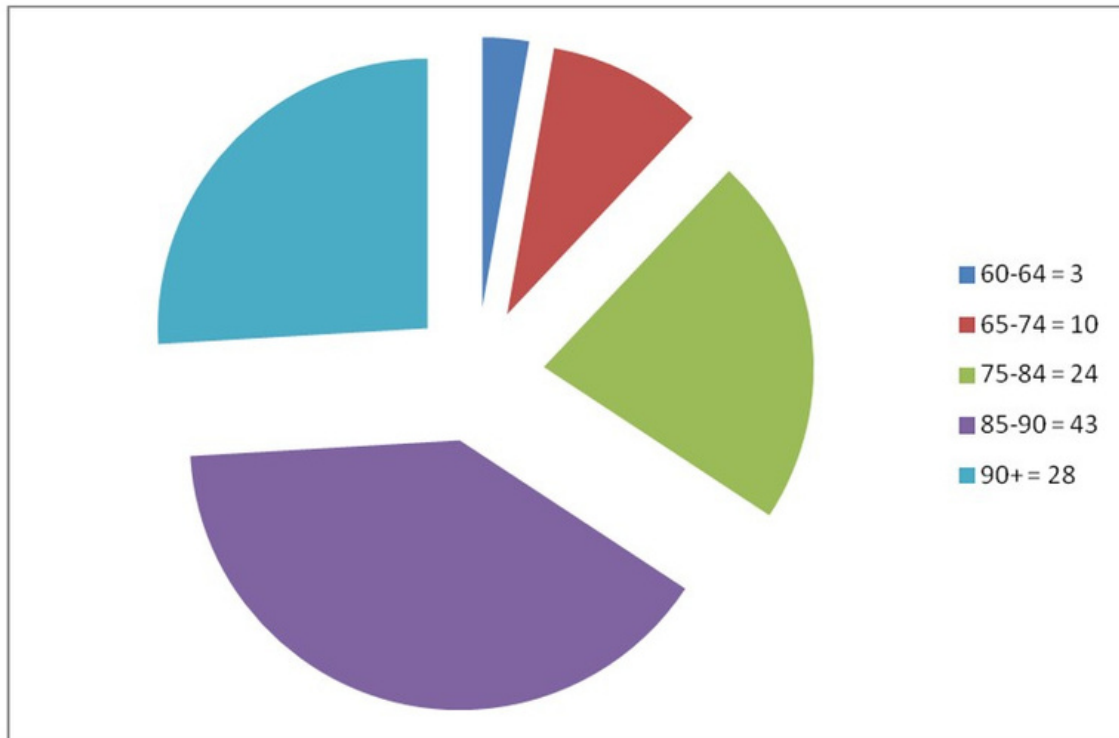
Growth of service to one to one clients



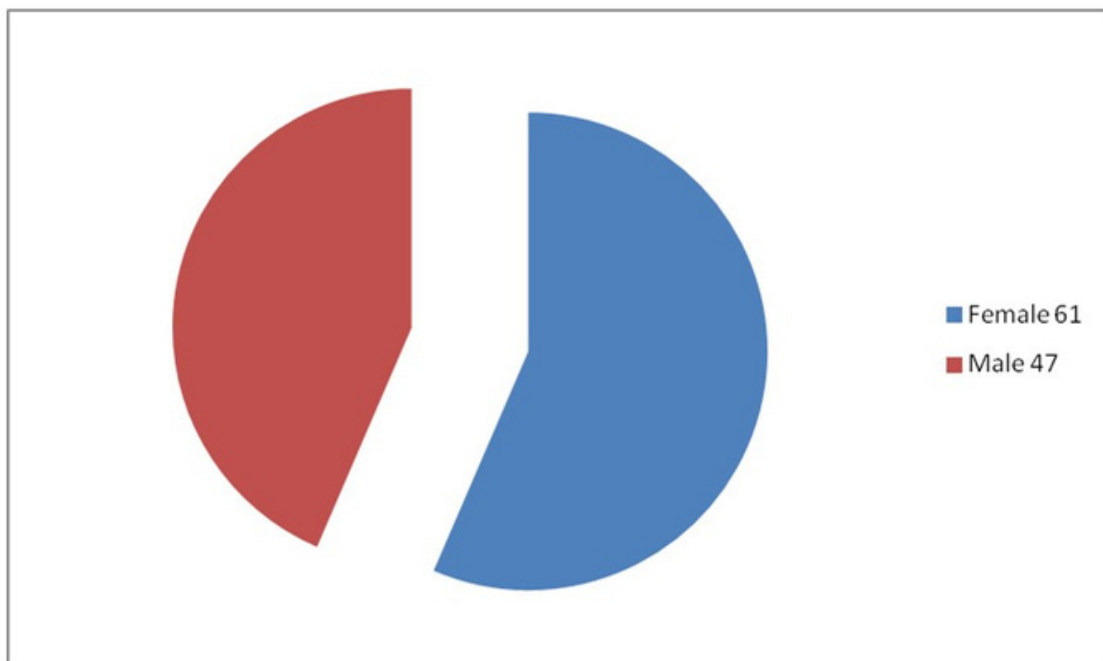
Where our one to one clients live



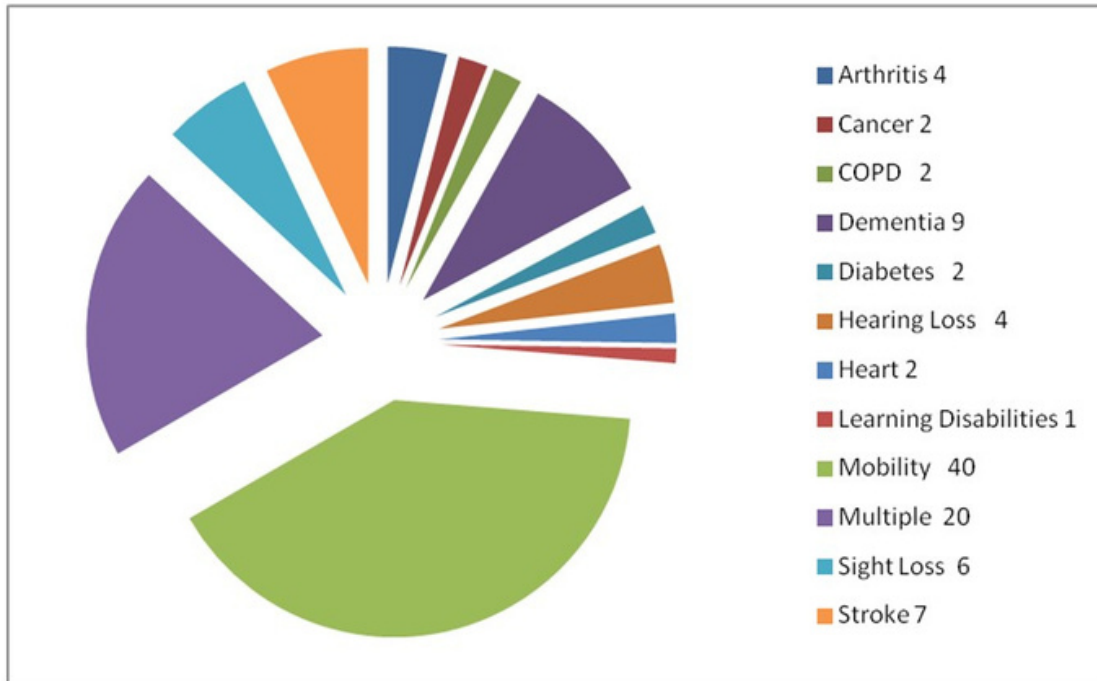
OUR CLIENTS



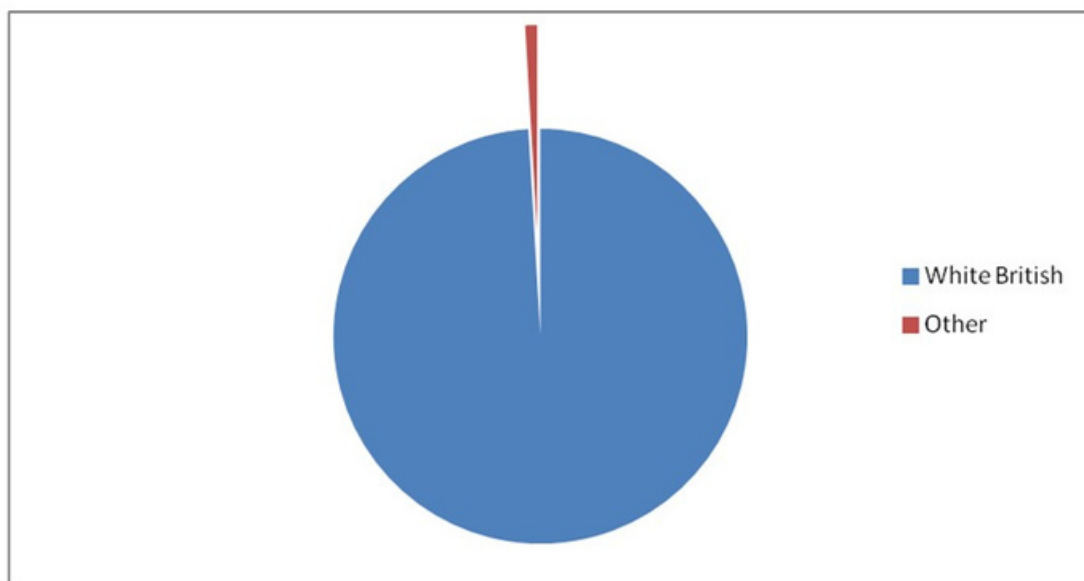
Ages of one to one clients



Number of male and female one to one clients



Disabilities or health conditions of one to one clients (some clients have more than one)



Ethnicity of one to one clients

OUR BOARD OF TRUSTEES

Alan Hayes	Trustee (Chair)
Richard Curtis, MVO	Trustee (Vice - Chair)
Linda Woodley	Trustee (Vice - Chair)
Dot Nurse	Trustee (Secretary)
Noel McGivern	Trustee (Treasurer)
Mike Carter-Rowlands	Trustee
Kevin Clarke, LVO	Trustee
Mike Lee-Evans	Trustee
Jean McGuinness	Co-opted Trustee
Jackie Powell	Trustee
Valerie Woods	Trustee
John Blake	Trustee (resigned June 2019)

OUR STAFF

Pippa May	Chief Executive
Lauren Ephithite	Operational Support Officer (since September 2019)
Anna Sylvester	Development Worker
Amanda Tickner	Care Home Connectors Project Coordinator (since July 2019)
Mike Lee-Evans	Client Assessor Volunteer
Dot Nurse	Admin Volunteer & Trustee
Linda Woodley	Admin Volunteer & Trustee
Janet Barber	Admin Volunteer
Melanie Vogt	Website Volunteer
Margaret Greaves	Database Coordinator
Jean Ellis	Database & Data Input Volunteer
Anne Hayes	Board Administrator
Dr Chris McKenzie, MBBS	Medical Adviser
Peter Smith	Client Assessor (resigned January 2020)

OUR SUPPORTERS

The following organisations and individuals supported us this year:

Doug Beebee
Andrew Curtis raised £1,000
Coffee mornings raised £1,390.14
Deborah Steward at Sandringham Cafe
Dersingham Ladies Friendship
Dobbies King's Lynn
Downham Aid In sickness
King's Lynn & District Sugar Craft Club
King's Lynn Vancouver Round table.
TSB in King's Lynn
Waitrose Community support
West Norfolk Carers
West Norfolk Wins (Community Lottery)

OUR SUPPORTERS

We received grants and funding from the following:

Connecting older people – NCF.
King's Lynn & West Norfolk Borough Council
National Lottery Community Fund
Norfolk Community Foundation
No Cold Shoulder partnership (National Lottery Community Fund)
Tesco Bags for life-Groundworks
Spark-Kindle- Glow (Comic Relief)

FINANCE OFFICER'S REPORT

West Norfolk Befriending was managed diligently throughout the financial year, with the support of its staff, volunteers and trustees, which generated a positive outcome for the financial year ending 31st March 2020.

Very generous donations have been made to the charity during the course of the year from many individuals and groups. WNB has been working as one of the delivery partners for the LILY project, which is not only rewarding in terms of sharing knowledge about local support groups and events – reaching out to people who may be socially isolated, but also generates some much-needed unrestricted income for the charity. WNB is very appreciative of continued support from the Borough Council of Kings Lynn & West Norfolk. The Charity broadened the scope of its works during the last financial year, working in residential care homes, following a successful bid to The National Lottery Community Fund. Partnership working with Community Action Norfolk and Comic Relief on two new projects has also increased the Charity's activity and income.

It became apparent towards the very end of this financial year that due to Covid 19 2020/21 is going to be challenging in ways that can only be imagined at this time. However, a meticulous eye is always kept on the outgoings in order to ensure the longevity of the organisation. I anticipate that everyone at WNB will rise to the challenge and find new ways of working wherever possible. Further funding streams will continue to be sought, in order for WNB to continue to operate successfully for the foreseeable future.

Sue Gardner
Finance Officer

INDEPENDENT EXAMINER'S REPORT

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF WEST NORFOLK BEFRIENDING, CHARITY NUMBER 1111735

I report of the accounts of the Charity for the year ended 31 March 2020

Respective responsibilities of the trustees and examiner

As the charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirements of section 43(2) of the Charities Act 1993 (the act) does not apply. It is my responsibility to state, on the basis of the procedures specified in the General Directions given by the Charities Commissioners under section 43(7)(b) of the Act, whether particular matters have come to my attention.

Basis of the independent examiner's report

My examination was carried out in accordance with the General Direction given by the Charity Commissioners. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts prepared with those records, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements
 - a. to keep accounting records in accordance with section 41 of the act; and
 - b. to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act

have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Tim Vogel FCA
Chartered Accountant
7b Lynn Street Swaffham PE37 7AU
PE32 2DR

Statement of income and expenditure for the year ending 31.03.2020

INCOME	2019-20		2018-19	
	Unrestricted	Restricted	Unrestricted	Restricted
Borough Council of King's Lynn & West Norfolk	4,200	-	4,200	-
LILY Project	10,405	-	8,705	-
Clan Trust	-	-	-	1,000
Walking 4 Norfolk	-	-	-	4,713
Red Socks Trust	-	-	-	3,000
Sandringham Flower Show	-	-	1,000	-
Heacham Songsters	-	-	400	-
Grimston Gardening Club	-	-	1,000	-
KL Bowls Club	-	-	620	-
Congham Haking Fund	-	-	999	-
KL Round Table	700	-	500	-
Connecting Older People Project (NCF)	-	9,823	-	-
Care Home Connectors Project (National Lottery Community Fund)	-	23,272	-	-
No Cold Shoulder Project (CAN)	-	5,000	-	-
Spark, Kindle & Glow (CAN)	-	7,269	-	-
Norfolk Community Foundation	1,000	-	-	-
Downham Aid in Sickness	200	-	-	-
TSB Fundraising	793	-	-	-
CAF Bank – Andrew Curtis	250	-	-	-
Waitrose Community Support	580	-	-	-
West Norfolk Wms Lottery	759	-	-	-
Tesco (Groundworks – Bags for Life)	-	2,000	-	-
Allen Lane Foundation	-	-	-	3,000
Bank Interest & Other Sundry Income	100	-	89	-
Donations & Fundraising	2,690	-	1,372	-
Gift Aid	768	-	862	-
Small Employer's Tax Relief	2,351	-	1,598	-
	24,796	47,364	21,345	13,713
EXPENDITURE				
Salaries	23,697	24,598	20,303	13,368
Staff travel & expenses	279	2,149	757	916
Staff training	-	-	100	-
Property costs	635	2,654	1,141	1,962
Volunteer support events	439	306	966	-
Volunteer travel	-	2,225	1,470	1,130
Client support events	300	306	1,018	-
Telephone & Internet	269	362	512	-
Stationary, postage & other admin costs	605	693	1,213	-
Computer expenses	-	397	88	-
General expenses	204	205	459	-
Insurance	528	-	983	-
DBS check fees	-	121	10	-
Membership & subscriptions	216	-	150	-
Audit & financial administration	559	750	935	500
Recruitment & advertising	-	641	-	-
	27,731	35,407	26,883	17,867
NET INCOME	-2,755	11,957	1,651	-4,163

	BBF	Income	Expenditure	Fund transfer	Balance to carry forward
	-	23,272	16,317	-	6,955
	-	9,823	819	-	9,004
	-	5,000	5,000	-	-
	-	4,355	3,405	-	900
	-	1,000	-	-	1,000
	-	700	-	-	700
	-	2,000	2,000	-	-
	3,000	-	3,000	-	-
	2,749	-	2,749	-	-
	3,000	-	3,000	-	-
	1,000	-	930	-	70

Statement of Assets & Liabilities to 31.03.2020

	2019-20	2018-19
Fixed Assets		
COMPUTERS, EQUIPMENT & FURNITURE	-	-
Current assets		
CAF ACCOUNT	27,593	27,524
HSBC DEPOSIT	-	20,066
HSBC CURRENT	478	6,120
HSBC CURRENT No 2	5,077	5,227
LLOYDS TREASURERS ACCOUNT	1,241	-
LLOYDS DEPOSIT ACCOUNT	29,504	-
CASH	3	101
	63,896	59,038
	-	-
Prepayments	246	632
Outstanding Invoices	4,159	310
Total Assets	68,301	59,980
	-	-
Liabilities		
ACCRUALS	318	770
	-	-
Total nett assets	67,983	59,210
REPRESENTED BY		
Surplus funds	67,983	59,210
Made up of		
Balance of Care Home Connectors Project at 31.03.2020	6,955	-
Balance of Connecting Older People at 31.03.2020	9,004	-
Balance of CAN Spark Kindle & Glow Project at 31.03.2020	900	-
Balance of A Curtis Fund at 31.03.2020	1,000	-
Balance of Round Table for AGM Client Party at 31.03.2020	700	-
Balance of Allan Lane Foundation at 31.03.2020	-	3,000
Balance of Walking 4 Norfolk at 31.03.2020	-	2,749
Balance of Red Socks Fund at 31.03.2020	-	3,000
Balance of Clan Trust Fund at 31.03.2020	70	1,000
Reserves	47,500	47,500
Balance of free reserves	1,854	1,961
	67,983	59,210

Approved by the Board of Trustees and signed on its behalf by:

..... Chairman

..... Date

“You’ve brightened up
my life; I can’t imagine
what life was like
before we met. You’ve
brought sunshine”

A Client

"I think befriending says it all; we provide social
contact for people who live alone, we provide a
listening ear and our time. This is why I am proud
to be a volunteer for
West Norfolk Befriending."

A Volunteer